



Disclaimer

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This document supports the release of Trade Cast.

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1.0- WELCOME

Thank you for taking interest and purchasing Exchange Management Console.

Exchange Management Console is a system designed for Management of day to day activities and to improve your business practices.

The system enables you to unleash your true potential by fostering growth and helps you manage this growth through automated processes. Highly flexible and robust architecture of the system enables swift operations and support to your organizational processes with accuracy and reliability.

Key features of the system include **Risk Management, Cash Management, DFC Cash Management, Maintain Client Ledger Balances, Account management, Client Open Position, Client CDC, Company/Script Management, Reports, and Portfolio Management etc.**

1.1- Overview

Exchange Management Console is designed for configuration and management activities, some of the key features of Exchange Management Console are as..

- Account Management
- Risk Management
- View Trade Logs
- Reports
- Exposure Details
- Cash Management

2.0- GETTING STARTED...

This section will let you know about the installation of Trade Cast server, logging, setting up your preferences, changing password and navigation

2.1- Logging On

You need to provide your User Name and Password in order to login Exchange Management Console. An example of log in is shown below.

- a) Provide your user name here.
- b) Enter your password.
- c) Click 'OK' button to logon.

IEES Exchange Management Console

Log On

Account Information

User name: admin (A)

Password: (B)

☐ Remember me?

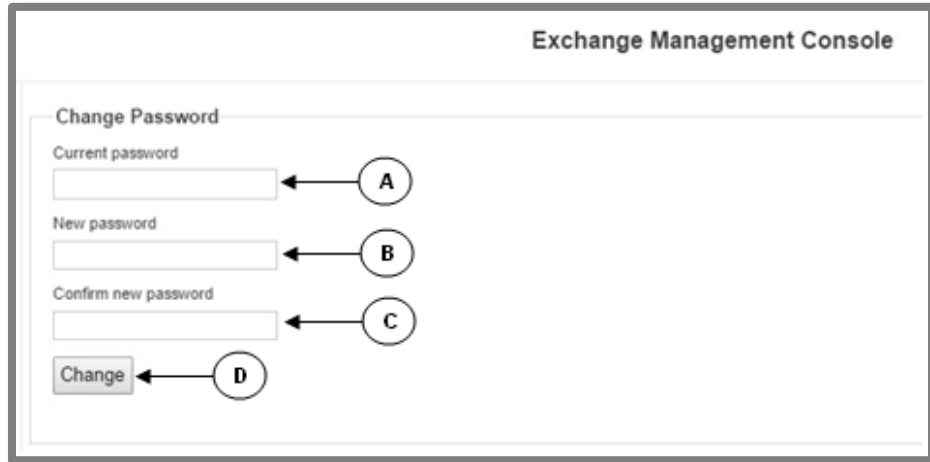
Log On (C)

Version: 1.1.0.21741

2.2- Changing your Password

Using the 'Change Password' option, you can change the password for your account.

- A. Enter your **Old Pass** password.
- B. Enter the **New password** for your account.
- C. Re-enter your new password in **Confirm New Password**, it is required to avoid any typing mistakes.



The screenshot shows the 'Exchange Management Console' interface. The title bar reads 'Exchange Management Console'. Below it, the section is titled 'Change Password'. There are three text input fields: 'Current password', 'New password', and 'Confirm new password'. Below these fields is a 'Change' button. Four circular labels with arrows point to the form elements: 'A' points to the 'Current password' field, 'B' points to the 'New password' field, 'C' points to the 'Confirm new password' field, and 'D' points to the 'Change' button.

3.0- USING THE SYSTEM...

This section provides you with the information about using the Exchange Management Console.

3.1- Client Risk Management

The view sub menu offers examine connected clients to Trade Cast server, analyze logs and to view orders which are placed by Trader.

3.1.1- Add Client Risk Management

Using the 'Client Balance' option, you can create Client Balance for your account.

- A. Select an Account from dropdown.
- B. Enter Ledger Balance in the text field.
- C. Button for creating Client Balance.

Exchange Management Console

Client Balance

Client Balance

Account
192

LedgerBalance

Create

[Back to List](#)

3.1.2 Client Balance

Using the Client Balance view option, you can view, edit or delete Client Balance of accounts.

- A. Enter an account in text field.
- B. Enter Ledger Balance in the text field.
- C. Click 'Edit' link for editing your details.
- D. Click 'Delete' link for deletion of an account.

Exchange Management Console

Client Balance

[Create New](#)

Account	LedgerBalance	
098	500000	Edit Delete
100	100000	Edit Delete

3.1.3 Client CDC

Using the Client CDC option, you can view, edit or delete Client CDCs of accounts.

- A. Enter this link for creating Client CDC.
- B. Click 'Delete' link for deletion of an account
- C. Click 'Edit' link for editing your detail

Exchange Management Console

Client CDC

[Create New](#)

Account	Symbol	Quantity	
01	OGDC	6	Edit Delete

3.1.4 Create Client CDC

Using the Create Client CDC option, you can create Client CDCs of accounts.

- A. Select an account from drop down list.
- B. Select symbol from drop down list.
- C. Enter quantity in the text field.
- D. Click 'Create' button for creation of Client CDC

The screenshot shows the 'Exchange Management Console' with a 'Create' form for 'Client CDC'. The form contains the following fields and controls:

- Account:** A dropdown menu with '233' selected. A circular callout 'A' with an arrow points to this field.
- Symbol:** A dropdown menu with 'ICIBL' selected. A circular callout 'B' with an arrow points to this field.
- Quantity:** A text input field. A circular callout 'C' with an arrow points to this field.
- Create:** A button. A circular callout 'D' with an arrow points to this button.

At the bottom left of the form, there is a link labeled 'Back to List'.

3.1.5 Client Open Position

Using the Client Open position, you can click on 'create new' Client open position for accounts.

The screenshot shows the 'Exchange Management Console' with a 'Client OpenPosition' page. The page features a 'Create New' link with a circular callout 'A' and an arrow pointing to it. Below the link is a table with the following columns:

Account	Market	Symbol	Buy Queued	Sell Queued	Buy Queued Rate	Sell Queued Rate	Buy Traded	Sell Traded	Buy Trade Rate	Sell Trade Rate	Booked Amount
---------	--------	--------	------------	-------------	-----------------	------------------	------------	-------------	----------------	-----------------	---------------

- A. Click 'Create New' link for creation of Client Open Position.

3.1.6 Create Client Open Position

Using the Create Client Open position, you can create Client open position for accounts.

- A. Select an account from drop down list.
- B. Select market from drop down list.
- C. Select symbol from drop down list.
- D. Select Transaction Type from drop down list
- E. Enter quantity in the text field.
- F. Enter Rate in the text field
- G. Click 'Create' button for creation of Client Open Position.

Exchange Management Console

Client Open Position

Client Open Position

Account: 318 (A)

Market: SQR (B)

Symbol: SCHI (C)

TransactionType: BUY (D)

Quantity: (E)

Rate: (F)

Create (G)

[Back to List](#)

3.1.7 Risk Policy

Using the Risk Policy option, you can view the details regarding risk policy.

- A. Click 'Create New' link for creation of Risk Policy.
- B. Enter an Market in text field.
- C. Enter an Policy Name in text field.
- D. Click 'Delete' link for deletion of an account.
- E. Click 'Edit' link for editing your detail.

Exchange Management Console

Risk policy

[Create New](#) (A)

Market: (B)

PolicyName: (C)

Market	PolicyName	ExposureRestriction	SuspendTrading	IncludeCash	IncludeCollateral	LeveragePercent	AllowShortSell	MTMProfit	AdequacyAmount	Edit / Delete
REG	REG	☐	☐	☒	☒	100	☒	NET	0	Edit / Delete (D)
FUT	FUT	☐	☐	☒	☒	100	☒	NET	0	Edit / Delete
KSE_ODL	KSE_ODL	☐	☐	☒	☒	100	☒	NET	0	Edit / Delete
KSE_REG	KSE_REG	☐	☐	☒	☒	100	☒	NET	0	Edit / Delete
ODL	ODL	☐	☐	☒	☒	100	☒	NET	0	Edit / Delete (E)

3.1.8 Create Risk Policy

Using the Create Risk Policy option, you can create risk policy

- A. Select market from drop down list.
- B. Enter Policy Name in the text field.
- C. You can check/uncheck Exposure Restriction.
- D. You can check/uncheck Suspend Trading.
- E. You can check/uncheck Include Cash.
- F. You can check/uncheck Include Collateral.
- G. Enter Leverage Percent in the text field.
- H. You can check/uncheck Short Sell.
- I. Select MTM Profit from drop down list.
- J. Enter Adequacy amount in the text field.
- G. Click 'Create' button for creation of Risk Policy.

The screenshot shows the 'Risk Policy' form in the Exchange Management Console. The form includes the following fields and controls:

- Market:** A dropdown menu with 'SQR' selected. Callout A points to this field.
- PolicyName:** A text input field. Callout B points to this field.
- ExposureRestriction:** A checkbox. Callout C points to this checkbox.
- SuspendTrading:** A checkbox. Callout D points to this checkbox.
- IncludeCash:** A checkbox. Callout E points to this checkbox.
- IncludeCollateral:** A checkbox. Callout F points to this checkbox.
- LeveragePercent:** A text input field. Callout G points to this field.
- AllowShortSell:** A checkbox. Callout H points to this checkbox.
- MTMProfit:** A dropdown menu with 'LOSS' selected. Callout I points to this field.
- AdequacyAmount:** A text input field. Callout J points to this field.
- Create:** A button at the bottom left. Callout K points to this button.

3.1.10 Risk Policy Account

Using the Risk Policy Account option, you can create, view, edit or delete risk policy of an account.

- A. Click this link for creation of new risk policy of an account
- B. Click 'Delete' link for deletion of risk policy of account.
- C. Click 'Edit' link for editing risk policy of an account.

The screenshot shows the 'Risk Policy Account' section in the Exchange Management Console. It features a table with the following data:

Account	Market	PolicyName	
172	KSE_ODL	KSE_ODL	Edit Delete

Callouts indicate the following actions:

- Callout A points to the [Create New](#) link above the table.
- Callout B points to the [Delete](#) link in the table row.
- Callout C points to the [Edit](#) link in the table row.

3.2 Member Operations

IEES

Client Risk Mgmt
Member Operations
» Cash Management
» Cash Reallocation
» Change Password
» DFC Cash Management
» DFC Cash Reallocation
» Erroneous Trade MEM
» Erroneous Trade Report
» Post Off Market Trades
» Trade Off Mkt C2C
» Trade Off Mkt M2M

3.2.1 Cash Management

Using the Cash Management option, you can enter cash management details.

- A. Select Member from drop down list.
- B. Enter House Account in the text field.
- C. Enter UIN number in the text field.
- D. Enter the entry date in the text field.
- E. Select Deposit/Return from drop down list.
- F. Select bank code from drop down list.
- G. Enter Cheque no in the text field.
- H. Enter Client code in the text field.
- I. Enter amount in Pkr in the given text field.
- J. Click this button for removal of details
- K. Click this button for submission of details.

Exchange Management Console

Cash Management

Member Information

Member: 590 - BABA Equities (Pvt.) Ltd. (A)

House Account: 100 (B) UIN: 0054064 (C)

Entry Date: 12/28/2014 (D)

Deposit/Return: Deposit (E)

Bank Code: Please select Bank (F)

Cheque No.: (G)

Cheque Date: ()

Cheque Amount: ()

Client Information

Client Code: (H)

Amount: (I)

Sum: 0

Add Remove Checked (J)

Submit (K)

3.2.2 Cash Reallocation

Using the Cash Reallocation option, you can reallocate cash to a client.

The screenshot shows the 'Exchange Management Console' with a 'Cash Re-Allocation' form. The form is divided into two main sections: 'Member Information' and 'Client Cash Re-Allocation'. The 'Member Information' section includes fields for 'Member' (a dropdown menu), 'Entry Date' (a text field), 'Donor Client' (a dropdown menu), 'Donor Client Balance' (a text field), and 'Remarks' (a text area). The 'Client Cash Re-Allocation' section includes fields for 'Recipient Client' (a text field), 'UIN' (a text field), 'Amount' (a text field), 'Client Existing Balance' (a text field), 'Sum' (a text field), and 'Difference' (a text field). There are also 'Add' and 'Remove' buttons next to the 'Client Existing Balance' field, and a 'Submit' button at the bottom. Callout letters A through L are placed around the form to indicate specific steps: A points to the 'Member' dropdown, B points to the 'Entry Date' text field, C points to the 'Donor Client' dropdown, D points to the 'Donor Client Balance' text field, E points to the 'Remarks' text area, F points to the 'Recipient Client' text field, G points to the 'UIN' text field, H points to the 'Amount' text field, I points to the 'Sum' text field, J points to the 'Difference' text field, K points to the 'Remove' button, and L points to the 'Submit' button.

- A. Select Member from drop down list.
- B. Enter the entry date in the text field.
- C. Select Donor Client from drop down list.
- D. Enter Donor Client's Balance in the text field.
- E. Enter Remarks in the given text field.
- F. Enter Recipient Client code in the text field.
- G. Enter UIN in the provided text field.
- H. Enter Amount .
- I. Enter sum of rupees.
- J. Enter Difference Amount.
- K. Click this button for removal of cash details provided.
- L. Click this button for reallocation of cash.

3.2.3 DFC Cash Management

Using the DFC Cash Management option, you can enter DFC cash management details.

A. Select Member from drop down list.

B. Enter House Account code in the text field.

C. Enter UIN number in the text field.

D. Enter the entry date in the text field.

E. Select Deposit/Return from drop down list.

F. Select bank code from drop down list

G. Enter Cheque no in the text field.

H. Enter Cheque date in the given text field.

I. Enter Cheque Amount in the given text field.

J. Enter Client code in the text field.

K. Enter amount in pkr in the given text field

L. Click Remove checked Button to remove the detail.

M. Click this button for submission of details.

The screenshot shows the 'Exchange Management Console' interface for 'DFC Cash Management'. The form is divided into two main sections: 'Member Information' and 'Client Information'. In the 'Member Information' section, there are fields for 'Member' (a dropdown menu), 'House Account' (a text field), 'UIN' (a text field), 'Entry Date' (a date field), 'Deposit/Return' (a dropdown menu), 'Bank Code' (a dropdown menu), 'Cheque No.' (a text field), 'Cheque Date' (a date field), and 'Cheque Amount' (a text field). In the 'Client Information' section, there are fields for 'Client Code' (a text field) and 'Amount' (a text field). Below these fields are two buttons: 'Add' and 'Remove Checked'. At the bottom of the form is a 'Submit' button. Numbered callouts A through M point to specific elements: A points to the Member dropdown, B points to the House Account text field, C points to the UIN text field, D points to the Entry Date field, E points to the Deposit/Return dropdown, F points to the Bank Code dropdown, G points to the Cheque No. text field, H points to the Cheque Date field, I points to the Cheque Amount text field, J points to the Client Code text field, K points to the Amount text field, L points to the Remove Checked button, and M points to the Submit button.

3.2.4 DFC Cash Reallocation

Using the DFC Cash Reallocation option, you can reallocate DFC cash to a client .

Exchange Management Console

DFC Cash Re-Allocation

Member Information

Member: 590 - BABA Equities (Pvt.) Ltd. (A)

Entry Date: 12/28/2014 (B)

Donor Client: Please select Donor Client (C)

Donor Client Balance: 0.00 (D)

Remarks: (E)

Client Cash Re-Allocation

Recipient Client: (F)

UIN: (G)

Amount: (H)

Client Existing Balance: (K)

Sum: 0.00 (I)

Difference: 0 (J)

Submit: (L)

A. Select Member from drop down list.

B. Enter the entry date in the text field.

C. Select Donor Client from drop down list.

D. Enter Donor Client's Balance in the text field.

E. Enter Remarks in the given text field.

F. Enter Recipient Client code in the text field.

G. Enter UIN in the provided text field.

H. Enter Amount .

I. Enter sum of rupees.

J. Enter Difference Amount.

K. Click this button for removal of cash details provided.

L. Click this button for reallocation of cash.

3.2.5 Erroneous Trades

Using the Erroneous Trades option, you can search Erroneous Trades.

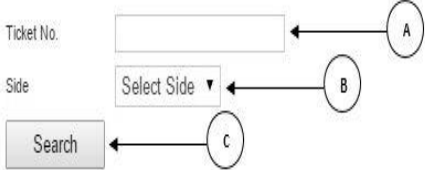
- A. Enter Erroneous trade Ticket No in the text field.
- B. Select Side from drop down list.
- C. Click the button for search operation.

Exchange Management Console

Erroneous Trades

Ticket No.

Side



3.2.6 Erroneous Trade Report

Using the Erroneous Trades Report option, you can create and show print preview of Erroneous Trades.

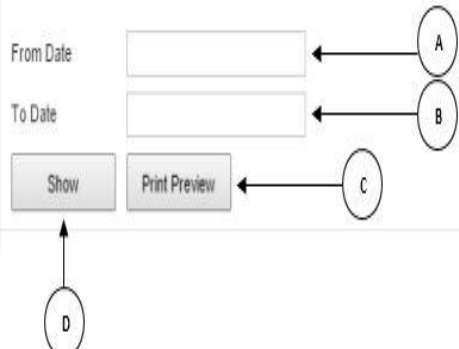
- A. Enter a starting date for the report.
- B. Enter an ending date for the desired report.
- C. Click this button to view the report.
- D. Click this button to show print preview.

Exchange Management Console

Erroneous Trade

From Date

To Date



3.2.7 Post Of Market Trades

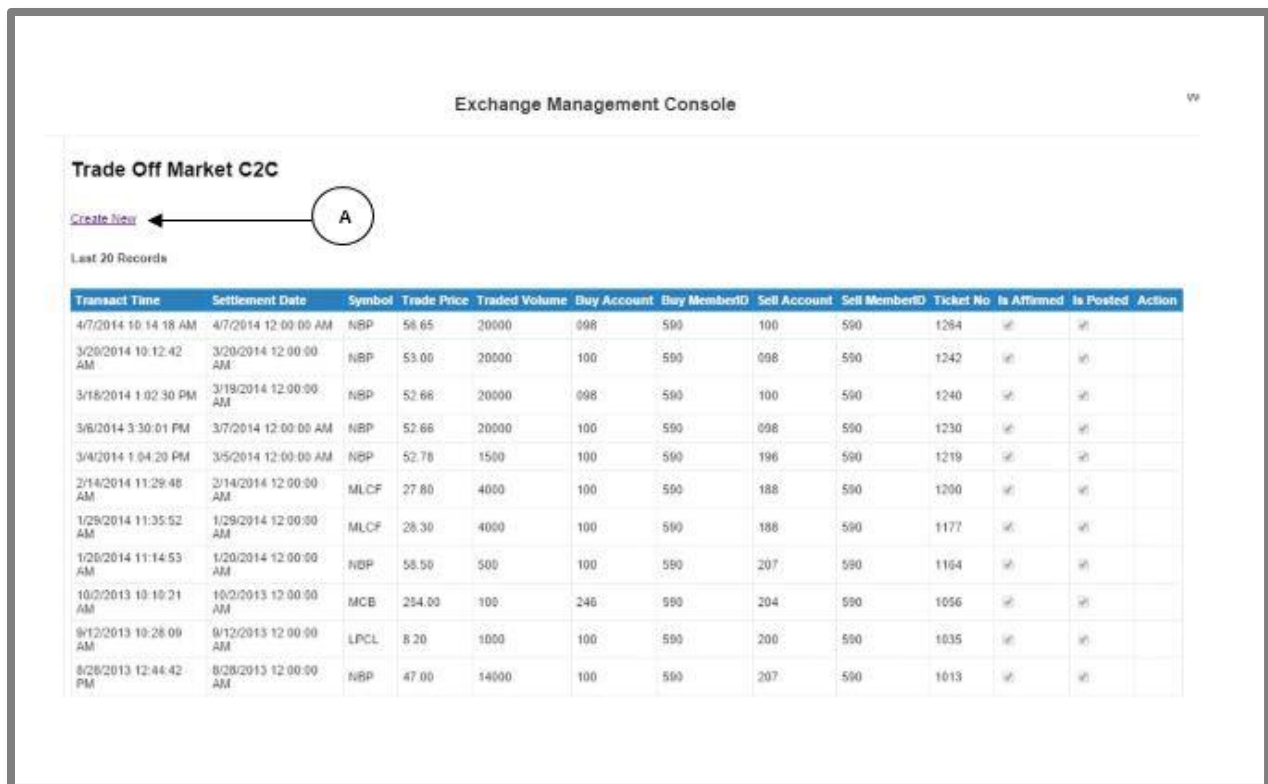
Using the Post Of Market Trade option, you can post the market trades.

- A. By clicking this button market trades will be posted.



3.2.8 Trade Of Market C2C

Using the Trade Off Market C2C option, you can create and view Trade Off Market C2C .



- A. By Clicking this link you can create new trade Off Market C2C.

3.2.9 Create Trade Of Market C2C

Using the Create Trade Of Market C2C option, you can create Trade Of Market C2C.

- A. Select Symbol from the drop down list.
- B. Enter Trade Price in the text field.
- C. Enter Trade Volume in the text field.
- D. Enter Transaction Time.
- E. Enter Settlement Date in the given text field.
- F. Enter Buy Account
- G. Enter Member id
- H. Enter Sell Amount.
- I. Click the button to create Trade Of Market C2C.

Exchange Management Console

Trade Offmarket C2C

Symbol (A)

Trade Price (B)

Trade Volume (C)

Transact Time (D)

Settlement Date (E)

Buy Account (F)

Member ID (G)

Sell Account (H)

Create (I)

[Back to List](#)

3.2.10 Trade Of Market M2M

Using the Trade of Market M2M option, you can create and view Trade off Market M2M.

Exchange Management Console

Trade Off Market M2M

[Create New](#) (A)

Last 0 Records

Transact Time	Settlement Date	Symbol	Trade Price	Traded Volume	Buy Account	Buy MemberID	Sell Account	Sell MemberID	Ticket No	Is Affirmed	Is Posted	Action
---------------	-----------------	--------	-------------	---------------	-------------	--------------	--------------	---------------	-----------	-------------	-----------	--------

- A. By clicking this link, you can create new Trade of Market M2M.

3.2.11 Create Trade Of Market M2M

Using the Create Trade of Market C2C option, you can create Trade of Market C2C.

A. Select Symbol from the drop down list.

B. Enter Trade Price in the text field.

C. Enter Trade Volume in the text field.

D. Enter Transaction Time.

E. Enter Settlement Date in the given text field.

F. Enter Buy Member id and name.

G. Enter Buy Account.

H. Select Sell Member from drop down list.

I. Click the button to create Trade Of Market C2C

The screenshot shows the 'Exchange Management Console' interface with a 'Create' form for 'Trade Off Market'. The form contains the following fields and controls, each labeled with a letter A through I:

- Symbol:** A dropdown menu (A).
- Trade Price:** A text input field (B).
- Trade Volume:** A text input field (C).
- Transact Time:** A date field showing '12/28/2014' (D).
- Settlement Date:** A date field showing '12/28/2014' (E).
- Buy Member:** A text field showing '590-BABA Equities (Pvt.)' (F).
- Buy Account:** A text input field (G).
- Sell Member:** A dropdown menu (H).
- Create:** A button at the bottom (I).

3.3 Member Report

IEES

Client Risk Mgmt
Member Operations
Member Reports
» Client Exposure Summary MEM
» DFC Client Exposure Detail
» DFC Client Exposure Summary MEM
» Exposure View
» ISE Trade Logs
» KSE Trade Logs
» Member Security Deposit
» Member UINs
» Off Mkt Trans C2C
» Off Mkt Trans M2M

3.3.1 Client Exposure Summary Member

Using the Summary Exposure option, you can view and show print preview of Erroneous Trades.

- Select Symbol from the drop down list.
- Enter Starting Date of summary to be viewed.
- Enter Ending date of summary to be viewed.
- Click the button to view exposure summary.
- Click the button to show Print Preview.

Exchange Management Console

Exposure Summary

Account: 157 ← A

From Date: 12/01/2014 ← B

To Date: 12/31/2014 ← C

Show ← E

Print Preview

← D

3.3.2 DFC Client Exposure Detail

Using the DFC Client Exposure option, you can view and show print preview of DFC Client Exposure details

A. Enter Starting Clearing Date of DFC Client Exposure to be viewed.

B. Enter ending Clearing Date of DFC Client Exposure to be viewed

C. Select Account No from the drop down list.

D. Click the button to view DFC Exposure Detail.

E. Click the button to show Print Preview.

Exchange Management Console

DFC Client Exposure Detail

Input Fields

From Clearing Date: 12/01/2014 (A)

To Clearing Date: 12/31/2014 (B)

Account No.: 094 (C)

Show (D) Print Preview (E)

3.3.3 DFC Client Exposure Summary Member

Using the DFC Client Exposure Summary option, you can view and show print preview of DFC Client Exposure Summary

A. Select Account No from the drop down list.

B. Enter Starting Date of DFC Exposure summary to be viewed.

C. Enter Ending date of DFC Exposure summary to be viewed.

D. Click the button to view DFC exposure summary.

E. Click the button to show Print Preview.

Exchange Management Console

DFC Client Exposure Summary

Account: 082 (A)

From Date: 12/03/2014 (B)

To Date: 12/31/2014 (C)

Show (D) Print Preview (E)

3.3.4 Exposure View

Using the Exposure view option, you can show print preview of Exposure

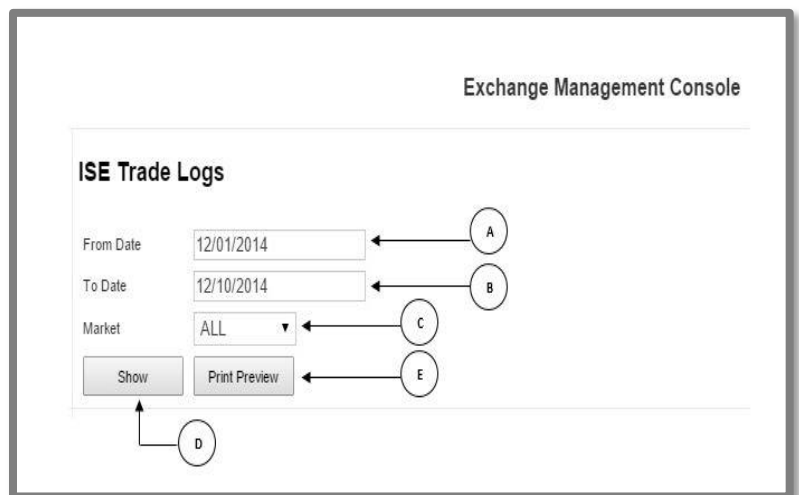
- A. Click this button to show print preview of exposure.



3.3.5 ISE Trade Logs

Using the ISE Trade Logs option, you can view and show print preview of ISE Trade Logs.

- A. Enter Starting Date of ISE Trade Logs to be viewed.
- B. Enter ending Date of ISE Trade logs to be viewed.
- C. Select Market from the drop down list.
- D. Click the button to view ISE Trade Logs.
- E. Click the button to show Print Preview.



3.3.6 KSE Trade Logs

Using the KSE Trade Logs option, you can view and show print preview of KSE Trade Logs.

- A. Enter Starting Date of KSE Trade Logs to be viewed.
- B. Enter ending Date of KSE Trade logs to be viewed.
- C. Select Market from the drop down list.
- D. Click the button to view KSE Trade Logs.
- E. Click the button to show Print Preview.

Exchange Management Console

KSE Trade Logs

From Date: 12/01/2014
To Date: 12/31/2014
Market: ALL

Show Print Preview

3.3.7 Member Security Deposit

Using the Member Security Deposit option, you can view Member Details and show print preview of Security Deposit.

- A. By Clicking this button, you can show print preview of security deposit.

Exchange Management Console

Security Deposit

Print Preview

Member Margin

MemberCode	Cash	Net Capital Balance	Exposure
590	0.0000	5577268.0000	0.0000

Member Collaterals

MemberCode	Member Name	Account	Symbol	Quantity	Accepted Qty	Haircut	MTM	Marginized Value	Net Value
590	BABA Equities (Pvt.) Ltd.	100	PGF	20000	20000	15.00	25.42	21.61	432200.00
590	BABA Equities (Pvt.) Ltd.	098	BOP	200000	200000	17.50	10.84	8.94	1788000.00

3.3.8 Member UINS

Using the Member UINs option, you can view and show print preview of Member UINs.

A.By Clicking this button, you can view print preview of UINs.

Exchange Management Console

Member UIN

Print Preview

Account	UIN	Status	CreationDate
192	3460323127471	Active	11/15/2012
098	1330253438585	Active	11/15/2012
256	3460318820081	Active	9/5/2014
231	3460321739294	Active	11/15/2012
236	3460322917251	Active	11/15/2012
243	3460362266341	Active	3/26/2013
186	3460378600731	Active	11/15/2012
222	3460322135973	Active	11/15/2012
215	3460323476119	Active	11/15/2012
228	3460321219839	Active	11/15/2012
246	3460367679856	Active	7/2/2013
218	3460377734583	Active	11/15/2012
242	3460224114506	Active	1/31/2013
306	4210187820947	Active	11/15/2012
101	3460323174097	Active	11/15/2012
125	3410433131129	Active	11/15/2012
206	3460304103219	Active	11/15/2012
233	3460357166281	Active	11/15/2012
082	6110117724827	Active	11/15/2012
188	3460323218359	Active	11/15/2012

3.3.9 Off Market Transaction C2C

Using the Off Market Transaction C2C option, you can view and show print preview of Off Market Transaction C2C.

A. Enter Starting Date of Transaction C2C to be viewed.

B. Enter ending Date of Transaction C2C to be viewed.

C. Click the button to view Off Market Transaction C2C.

D. Click the button to show Print Preview.

Exchange Management Console

Off Market Transaction C2C

From Date

12/01/2014

To Date

12/31/2014

Show

Print Preview

3.3.10 Off Market Transaction M2M

Using the Off Market Transaction M2M option, you can view and show print preview of Off Market Transaction M2M.

A. Enter Starting Date of Transaction M2M to be viewed.

B. Enter ending Date of Transaction M2M to be viewed.

C. Click the button to view Off Market Transaction M2M.

D. Click the button to show Print Preview.

Exchange Management Console

Off Market Transaction C2C

From Date: 12/01/2014

To Date: 12/31/2014

Show Print Preview

3.5 Report Margin



3.5.1 Member Security Deposit

Using the Member Security Deposit option, you can view and show print preview of Member Security Deposit

A. Select Member Code from drop down list.

B. Click the button to view Member Security Deposit.

C. Click the button to show Print Preview.

Exchange Management Console

Member Security Deposit

Member Code: 587 - MAM Securities (Pvt.) Ltd.

Show Print Preview

4.0- Getting Help

Catalyst IT Solutions is committed to deliver quality service, especially when you need support. Our technical support is designed to help you to get answers you need and when you need to maximize your investment. Our CRM System expands the automation of customer support and other operations while enhancing customer satisfaction.

4.1- Web Site Support

CATALYST IT Solutions (Pvt) Limited has introduced a Customer Relationship Management System which is integrated by the official company website. Clients can log on to the CRM System by the user credentials provided to them by CATALYST in order to interact with the company.

Client Feedback

Clients can input Feedback regarding any of our product(s) in terms of;

- **New Request**
Any new feature requirement request.
- **Suggestion**
for the betterment of any of our product(s).
- **Complaint**
about any of our product(s).
- **Query**
regarding any of our product(s).

-Downloads

Clients can also download the latest versions of all of CATALYST Products & Product Components from the CRM.

-Release Document

Clients will also get the Version specific Release document of the products in terms of features from the system.

-Frequently Asked Questions

FAQs regarding all of CATALYST Products will be available for the Clients so that they may be able to solve their frequent problems then and there.

-User Manuals

User Manuals for all CATALYST Products will be available for the Clients so that they can refer to it if they want to learn more about the Product(s).

-Installation Guides

Installation Guides for all CATALYST Products & Product Components will be available for the Clients so that Clients may not experience any sort of problem in installing any of the Product or its component.

4.2- Technical Support

Technical Support will always be on Call to our Technical Support Staff. Technical Support Personnel will vary according to the Product(s).